

# THE ACCORD GROUP

AUSTRALIA



MEDIATION, TRAINING, INDUSTRY DISPUTE RESOLUTION

The Secretary  
Senate Select Committee on Australia's Food Processing Sector  
PO Box 6100  
Parliament House  
CANBERRA ACT 2600

29 May 2012

Dear Sir,

I refer to my appearance before the Committee on 15 May 2012 in the capacity of Produce and Grocery Industry Ombudsman.

The Committee asked what the budget is for our work as Produce Grocery Industry Ombudsman.

As we advised the Committee, we are carrying out the role of Ombudsman as part of a contract with the Commonwealth through the now Department of Innovation, Industry, Science, Research and Tertiary Education (formerly the Department of Innovation, Industry, Science and Research) to perform that role and the roles of Franchising Mediation Adviser, Oilcode Dispute Resolution Adviser and Horticulture Mediation Adviser.

Most of the enquiries we receive under the contract relate to the franchising sector role: approximately 450 enquiries per year.

I hope that this information assists the Committee.

Yours sincerely,

David Newton  
Managing Director  
The Accord Group



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